⚡ EVnation Troubleshooting Guide for Home Chargers

*This guide provides step-by-step troubleshooting solutions for the three EV charger types supported by EVnation: **Emporia**, **ChargePoint**, and **Mercedes-Benz**. Please refer to the relevant section for your charger model.*

🔌 Emporia Charger – Troubleshooting Guide

Issue: The Emporia App is not detecting the charger / Vehicle not charging

✅ Step-by-Step Solutions:

1. **Check Power to the Charger:**

   - Look for a green power light on the charger.

   - Ensure the charger is properly wired.

   - Verify the breaker is switched on.

2. **Check Phone Connectivity:**

   - Make sure your phone's Bluetooth is enabled.

   - If using Android, turn on "Location Services" to allow proper Bluetooth scanning.

- Try restarting the Emporia app or rebooting your phone.

3. **Cycle the Charger Power:**

   - Flip the breaker off and then back on to reset the charger.

4. **Inspect the Charging Cable:**

   - Ensure the handle latch is locked securely into the car's charging port.

   - If the latch is pressed during charging, the process will stop.

5. **Check Vehicle Charging Settings:**
   - Ensure the vehicle is not set to charge at a delayed time or specific location.

   - Confirm the Emporia app shows the charger icon as **blue (ready)**. If it's **green (paused)**, tap the icon to resume charging.

6. **Still issues?**

   Call Emporia support at **1-844-367-6742**.

🔌 ChargePoint Charger – Troubleshooting Guide

🔗 Connection & Activation Issues

1. **Wi-Fi Required:**

   - Ensure Wi-Fi coverage exists where the charger is installed.

   - Consider using a recommended Wi-Fi extender if signal is weak.

2. **Wi-Fi Troubleshooting:**

   - **Step 1:** Confirm internet access from another device.

   - **Step 2:** Restart your router (unplug > wait > replug).

- **Step 3:** Check all cables from modem to router.

- **Step 4:** If Wi-Fi credentials changed, reconfigure in the ChargePoint app.

- **Step 5:** Still issues? Call ChargePoint support at **1-888-758-4389**.

🚗 Charging Issues

- **Delayed Charging:** Your car may show a warning if scheduling is active. Ignore the message—it will charge at the scheduled time.

- **Fault Detected (Red LED):**

  1. Unplug and replug the charging connector.

  2. Reboot the station via app settings.

  3. Flip the circuit breaker.

⚠️ Error Messages

- **"Unable to connect to home charger"**

  - Ensure you're near the station with Bluetooth turned on.

- **"Unable to find Wi-Fi network"**

  - Confirm signal near the station using your phone.

  - Use a Wi-Fi extender if needed.

- **"Unable to join Wi-Fi network"**

  - Double-check Wi-Fi password and router power.

  - Restart modem, router, or station.

  - Flip breaker if hardwired.

- **"Unable to add home charger to ChargePoint account"**

○ Retry or call **1-888-758-4389**.

- **"Car is drawing more current than needed"**

    ○ Unplug > Wait 15 seconds > Replug.

    ○ If recurring, consult your vehicle manufacturer.

🔌 Mercedes-Benz Charger – Troubleshooting Guide

🔍 Step-by-Step Solutions:

1. **Check Physical Connection:**

    ○ Ensure the charging cable is firmly plugged into both the car and the station.

    ○ Remove debris or obstructions in the port and connectors.

    ○ Unplug and reconnect to ensure a tight fit.

2. **Verify Power Supply:**

    ○ Check for tripped breakers or blown fuses.

    ○ Ensure the station is properly connected to a live power source.

3. **Check Vehicle Charging Settings:**

    ○ View dashboard or infotainment for charging status or error messages.

    ○ Disable any scheduled/delayed charging timers.

4. **Reset the System:**

    ○ Turn the vehicle off and on to reset the electrical system.

    ○ For home stations, reset the unit by turning the breaker off, waiting 1 minute, and switching it back on.

5. **Professional Support:**

- ○ If problems persist, contact your local **Mercedes-Benz dealer**.

- ○ They can inspect the battery system, run diagnostics, and apply software updates.

6. **Still issues?**

Call Mercedes support at **1-855-502-3851**.